



**Idaho Division of Purchasing**

**Participating Addendum**

**Purchase Order Name:** Voiance Language Services, LLC  
**Contract Number:** PADD20200308  
**Contract Value:** 100,000.00USD  
**Purchase Order Date:** 1/28/2018  
**Submitted By:** Chelsea Robillard

**Supplier**

CyraCom International, Inc.  
 2650 E Elvira Road, Suite 132  
 Tucson, AZ, 01863

**Phone:** 520-745-9447 or 520-573-2367  
**Fax:** +1 520-745-9022  
**Email:** bmartin@voiance.com

**Shipping Details**

**Ship FOB:** Destination, Prepaid  
**Shipping Instructions:** Ship to Ordering Agency

**Bill To Address**

DOP - Various State Agencies  
 State of Idaho

**Phone:** 208-327-7465  
**Fax:** 208-327-7320  
**Email:** purchasing@adm.idaho.gov  
**Mail Stop:** DOP - Various Locations

**Ship To Address**

Ship to Ordering Agency

**Phone:** 208-327-7465  
**Fax:** 208-327-7320  
**Email:** purchasing@adm.idaho.gov  
**Mail Stop:** DOP - Various Locations

**Payment Details**

**Payment Terms:** Net 30

**Participating Addendum**

NOTICE OF STATEWIDE CONTRACT (PADD) AWARD

This Contract is for On-Demand Remote Interpreting (OPI and VRI) and Document Translation, awarded pursuant to State of New Mexico Master Agreement [[ Parent Contract ]], issued as a cooperative contract in conjunction with NASPO ValuePoint. This Contract is issued on behalf of State of Idaho Agencies, institutions, departments, and eligible public agencies as defined by Idaho Code Section 67-2327 and shall be for the period noted above. It may be amended, renewed, or extended upon mutual, written agreement of the parties, as detailed in the RFP.

Contract Type: Mandatory Use

Public Agency Clause: Yes

Contractor Contact: Bill Martin

Phone: +1 520-573-2367

E-mail: bmartin@voiance.com

This Contract is to be drawn upon as requested by the Ordering Agency for the period noted above. THIS NOTICE OF AWARD IS NOT AN ORDER TO SHIP. Purchase orders against this PADD will be furnished by the Ordering Agency on whose behalf this Contract is made. Contractor must ship and bill directly to the Ordering Agency. DO NOT INVOICE DOP unless DOP is the Ordering Agency. Notating the Contract Award Number on any invoices/statement will facilitate the efficient processing of payment.

QUANTITIES: DOP can only give approximations of quantities; no maximum or minimum quantities can be guaranteed.

This PADD, including any attached files, constitutes the State of Idaho's acceptance of your signed Proposal (including any electronic submission), which is incorporated herein by reference. In the event of any inconsistency, precedence shall be given in the following order:

1. This PADD
2. State of New Mexico's original sourcing event, New Mexico No.90-000-18-00003
3. The Contractor's signed Proposal

**Total USD \$100,000.00**

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**Signature:** Chelsea Robillard

**Signed By :** Chelsea  
Robillard

Digitally signed by  
Chelsea Robillard  
Date: 2020.02.17  
14:10:39 -06'00'



**ON-DEMAND REMOTE INTERPRETING  
(OPI AND VRI) AND DOCUMENT TRANSLATION**

Led by the State of New Mexico

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Master Agreement #: 90-000-18-00003AG

Contractor: **Voiance Language Services, LLC**

Participating Entity: **STATE OF IDAHO**

The following services are included in this contract portfolio:

- On-Demand Remote Document Translation
- On-Demand Remote Over the Phone Interpreting
- On-Demand Remote Video Remote Interpreting

**Master Agreement Terms and Conditions:**

1. **Scope:** This addendum covers the *On-Demand Remote Interpreting (OPI And VRI) And Document Translation* led by the State of New Mexico for use by state agencies and other entities located in the Participating State authorized by that State’s statutes to utilize State contracts with the prior approval of the State’s Chief Procurement Official.
2. **Participation:** This NASPO ValuePoint Master Agreement may be used by all state agencies, institutions of higher education, political subdivisions and other entities authorized to use statewide contracts in the State of Idaho. Issues of interpretation and eligibility for participation are solely within the authority of the State Chief Procurement Official.
3. **Primary Contacts:** The primary contact individuals for this Participating Addendum are as follows (or their named successors):

**Contractor**

Name:	Voiance Language Services, LLC
Address:	2650 E. Elvira Road, Suite 132, Tucson, Arizona 85756
Telephone:	(520) 745-9447 Bill Martin (520) 573-2367
Fax:	(520) 745-9022
Email:	bmartin@voiance.com



**ON-DEMAND REMOTE INTERPRETING  
(OPI AND VRI) AND DOCUMENT TRANSLATION**

Led by the State of New Mexico

Participating Entity

Name:	Chelsea Robillard, Lead Purchasing Officer
Address:	304 N 8 <sup>th</sup> St., Rm 403, Boise ID 83702
Telephone:	208-332-1607
Fax:	208-327-7320
Email:	<a href="mailto:Chelsea.Robillard@adm.idaho.gov">Chelsea.Robillard@adm.idaho.gov</a>

**4. PARTICIPATING ENTITY MODIFICATIONS OR ADDITIONS TO THE MASTER AGREEMENT**

These modifications or additions apply only to actions and relationships within the Participating Entity.

Participating Entity must check one of the boxes below.

No changes to the terms and conditions of the Master Agreement are required.

The following changes are modifying or supplementing the Master Agreement terms and conditions.

(Master Agreement 90-000-18-00003AB – Section 4 Amendments):

Amendments to the Master Agreement will automatically be incorporated in this PADD unless the State elects not to incorporate an amendment by providing written notification to Contractor; which notice must be provided within ten (10) calendar days of the date of the amendment, in order to be effective.

(Master Agreement 90-000-18-00003AB – Section 6 Administrative Fees and Section 7 NASPO ValuePoint Summary and Detailed Usage Reports):

Idaho Administrative Fee and Quarterly Usage Report. A one and one-quarter percent (1.25%) Administrative Fee will apply to all purchases made under the resulting PADD by any state or public agency in Idaho, the State of Idaho understands and agrees that Contractor will raise the Master Agreement prices by this amount. On a quarterly basis, the Contractor must remit to the State of Idaho an amount equal to one and one-quarter percent (1.25%) of the Contractor's net (sales minus credits) quarterly sales made under the PADD. Administrative Fee payments and reports to the State of Idaho are due no later than thirty (30) calendar days after the end of each calendar quarter. Notwithstanding the adjustment, all pricing updates and other terms and conditions of pricing shall be as set forth in the Utah Master Agreement No. MA152-1).

State of Idaho Reporting Timeline:

**ON-DEMAND REMOTE INTERPRETING  
(OPI AND VRI) AND DOCUMENT TRANSLATION**

Led by the State of New Mexico

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- 1<sup>st</sup> Quarter: July 1 – September 30
- 2<sup>nd</sup> Quarter: October 1 – December 31
- 3<sup>rd</sup> Quarter: January 1 – March 31
- 4<sup>th</sup> Quarter: April 1 – June 30

**Report of Contract Purchases:**

Contractor will furnish detailed usage reports as designated by the State. In ADDITION to any required detailed usage reports, Contractor must also submit a summary quarterly report of purchases made from the Contract utilizing the **PADD SUMMARY USAGE REPORT FORM** available for download at <https://purchasing.idaho.gov/information-for-vendors/> . A Summary Usage Report Form must be submitted for each quarter (enter "0" if no purchases were made during a quarter), and must include a breakdown of purchases by Entity Type (i.e. State Agency, Higher Education, K-12, City, County and 'other'), as provided on the Form.

**E-mail your completed Quarterly Summary Usage Reports to:**  
[purchasing@adm.idaho.gov](mailto:purchasing@adm.idaho.gov).

**Mail your check, in the amount of the Quarterly Administrative Fee, to:**  
Division of Purchasing, State of Idaho  
P.O. Box 83720  
Boise, ID 83720-0075

5. **Lease Agreements:** Reserved
  
6. **Subcontractors:** All contactors, dealers, and resellers authorized in the State of Idaho, as shown on the dedicated Contractor (cooperative contract) website, are approved to provide sales and service support to participants in the NASPO ValuePoint Master Agreement. The contractor's dealer participation will be in accordance with the terms and conditions set forth in the aforementioned Master Agreement.
  
7. **Orders:** Any order placed by a Participating Entity or Purchasing Entity for a product and/or service available from this Master Agreement shall be deemed to be a sale under (and governed by the prices and other terms and conditions) of the Master Agreement unless the parties to the order agree in writing that another contract or agreement applies to such order.



**ON-DEMAND REMOTE INTERPRETING  
(OPI AND VRI) AND DOCUMENT TRANSLATION**

Led by the State of New Mexico

IN WITNESS, WHEREOF, the parties have executed this Addendum as of the date of execution by both parties below.

Participating Entity: State of Idaho	Contractor: Voiance Language Services, LLC
Signature: 	Signature: 
Name: Chelsea Robillard	Name: J. Austin Wade
Title: Lead Purchasing Officer	Title: Senior Vice President
Date: 02/28/2020	Date:

For questions on executing a participating addendum, please contact:

NASPO ValuePoint

Cooperative Contracting Coordinator:	Tara Larwick
Telephone:	720-551-9530
Email:	<a href="mailto:tlarwick@naspovaluepoint.org">tlarwick@naspovaluepoint.org</a>

***[Please email fully executed PDF copy of this document to  
[PA@naspovaluepoint.org](mailto:PA@naspovaluepoint.org)  
to support documentation of participation and posting in  
appropriate data bases.]***



State of New Mexico  
General Services Department  
Purchasing Division

Statewide Price Agreement Amendment Cover Page

**Awarded Vendor:**  
**0000110933**  
**Voiance Language Services, LLC**  
**2650 E. Elvira Road, Suite 132**  
**Tucson, AZ 85756-7123**  
  
Bill Martin  
Email: [bmartin@voiance.com](mailto:bmartin@voiance.com)  
Telephone No.: 866-742-9080 ext. 1708  
Cell: 480-258-3430

Price Agreement Number: 90-000-18-00003AG

Price Agreement Amendment No.: One

Term: November 4, 2019 - November 3, 2021

**Ship To:**  
All State of New Mexico agencies, commissions,  
institutions, political subdivisions and local public bodies  
allowed by law.

Procurement Specialist: Travis Dutton-Leyda

Telephone No.: 505-827-0477

Email: [travis.dutton-leyda@state.nm.us](mailto:travis.dutton-leyda@state.nm.us)

**Invoice:**  
As Requested at time of order

**Title: On-Demand Remote Interpreting (OPI and VRI) and Document Translation**

**This Price Agreement Amendment is to be attached to the respective Master Agreement and Participating Addendum and become a part thereof.**

**This amendment is issued to reflect the following effective immediately:**

1. **Delete Contractor Address:** 5780 N. Swan Road  
Tucson, AZ 85718
2. **Add Contractor Address:** 2650 E. Elvira Road, Suite 132  
Tucson, AZ 85756-7123

**Except as modified by this amendment, the provisions of the Participating Addendum shall remain in full force and effect.**

**NASPO ValuePoint**  
**Master Agreement Amendment # 1**  
NASPO ValuePoint Master Agreement for  
On-Demand Remote Interpreting (OPI and VRI) and Document  
Translation  
90-000-18-00003AG



THIS AMENDMENT No. 1 to the NASPO ValuePoint Master Agreement and New Mexico Participating Addendum ("Agreement" or "Contract") for On-Demand Remote Interpreting (OPI and VRI) and Document Translation is entered into by and between the **State of New Mexico, General Services Department, State Purchasing Division**, hereinafter referred to as the "Lead State" or a "Participating Entity" and **Voiance Language Services, LLC**, hereinafter referred to as the "Contractor" and collectively referred to as the "Parties."

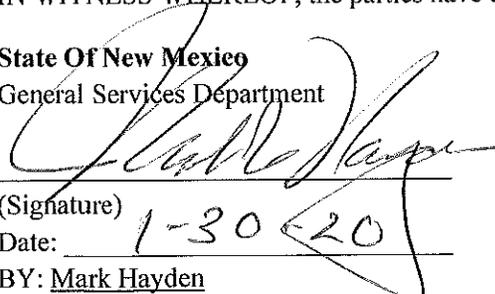
IT IS MUTUALLY AGREED BETWEEN THE PARTIES THAT THE FOLLOWING PROVISION OF THE ABOVE-REFERENCED MASTER AGREEMENT IS AMENDED AS FOLLOWS, effective Immediately:

1. **Delete** Contractor Address: 5780 N. Swan Road  
Tucson, AZ 85718
  
2. **Add** Contractor Address: 2650 E. Elvira Road, Suite 132  
Tucson, AZ 85756-7123

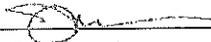
**All other articles of the original Master Agreement and New Mexico Participating Addendum remain the same.**

IN WITNESS WHEREOF, the parties have executed this Amendment as of the date of execution by:

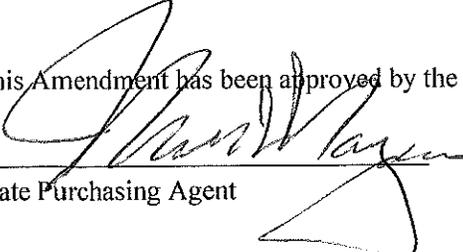
State Of New Mexico  
General Services Department

  
\_\_\_\_\_  
(Signature)  
Date: 1-30-20  
BY: Mark Hayden  
TITLE: State Purchasing Agent

Voiance Language Services, LLC  
Contractor

  
\_\_\_\_\_  
(Signature)  
Date: Jan 28, 2020  
BY: J. Austin Wade  
TITLE: Senior Vice President

This Amendment has been approved by the State Purchasing Agent of New Mexico:

  
\_\_\_\_\_  
State Purchasing Agent

1-30-20  
\_\_\_\_\_  
Date

## Attachment C: Cost

All pricing includes the cost of Offer preparation, servicing of accounts, and complying with all contractual requirements. Unit Price is calculated on a *per minute/per word* basis for all languages specified in Attachment A and Attachment B, **as well as for all unlisted languages that may be provided through the resultant Contract.**  
Net 30 days

Item No.	Description	Unit Price		
<b>Over-the-Phone Interpretation</b>				
1a.	Over-the-Phone Interpretation (OPI) Services for the most requested language: <b>Spanish</b>	\$	<b>0.61</b>	/min
1b.	Over-the-Phone Interpretation (OPI) Services for the twelve most requested languages (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$	<b>0.61</b>	/min.
1c.	Over-the-Phone Interpretation (OPI) Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Dutch, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian	\$	<b>0.61</b>	/min
1d.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in <i>Attachment B</i> , <b>as well as for all unlisted languages that may be provided through the resultant Contract.</b>	\$	<b>0.61</b>	/min.
<b>Video Remote Interpretation</b>				
2a.	Video Remote Interpretation (VRI) Services for the top VRI language: American Sign Language (ASL) if other than proposed for 2b.	\$	<b>0.95</b>	/min.
2b.	Video Remote Interpretation (VRI) Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$	<b>0.61</b>	/min.
2c.	Video Remote Interpretation (VRI) Services for all other languages specified Attachment B <b>as well as for all unlisted languages that may be provided through the resultant Contract.</b>	\$	<b>0.61</b>	/min
<b>Document Translation Services</b>				
3a.	Standard Document Translation Services for the most requested language: <b>Spanish</b>	\$	<b>0.12</b>	/word
3b.	Standard Document Translation Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$	<b>0.21</b>	/word

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3c.	Standard Document Translation Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Dutch, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian	\$	<b>0.18</b>	/word
3d.	Standard Document Translation Services for all other languages specified in <i>Attachment B</i> , <b>as well as for all unlisted languages that may be provided through the resultant Contract.</b>	\$	<b>0.26</b>	/word
3e.	Expedited Document Translation Services for the most requested language: <b>Spanish</b>	\$	<b>0.15</b>	/word
3f.	Expedited Document Translation Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Dutch, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian	\$	<b>0.23</b>	/word
3g.	Expedited Document Translation Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$	<b>0.26</b>	/word
3h.	Expedited Document Translation Services for all other languages specified in <i>Attachment B</i> , <b>as well as for all unlisted languages that may be provided through the resultant Contract.</b>	\$	<b>0.32</b>	/word
3i.	Desktop Publishing (DTP)	\$	<b>65.00</b>	/hour
3j.	Minimum Charge	\$	<b>90.00</b>	project
<b>Combined Services for Over-the Phone and Video Remote Interpretation</b>				
4a.	Over-the-Phone Interpretation (OPI) Services for twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$	<b>0.61</b>	/min.
4b.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in <i>Attachment B</i> , <b>as well as for all unlisted languages that may be provided through the resultant Contract.</b>	\$	<b>0.61</b>	/min.
4c.	Video Remote Interpretation (VRI) Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$	<b>0.61</b>	/min.
4d.	Video Remote Interpretation (VRI) Services for all other languages specified in <i>Attachment B</i> , <b>as well as for all unlisted languages that may be provided through the resultant Contract.</b>	\$	<b>0.61</b>	/min.
4e.	Video Remote Interpretation (VRI) Services for American Sign Language (ASL) if other than proposed for 4b.	\$	<b>0.95</b>	/min.

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<b>Item No.</b>	<b>Optional Pricing Models (optional – not included in cost evaluation)</b>	<b>Equipment Available</b>	<b>Cost or % Discount off MSRP</b>
<b>6.</b>	Offerors should submit any associated equipment available for use under the resultant contract. (Include additional rows/columns as necessary to include all available options)		
	Analog	<b>See below</b>	
	Digital		

<b>Item No.</b>	<b>Optional Pricing Models</b>	<b>Equipment Available</b>	<b>Cost or % Discount off MSRP</b>
	Dual Handset Phones (corded)	<b>Waived</b>	100%
	Dual Cordless Phones, optional	<b>\$5.95/month</b>	N/A
	Lost or Damaged Phone Replacement	<b>\$50.00 each</b>	N/A
	Splitters for facility phones	<b>\$8.00 each</b>	N/A
	Tablet Mobile Unit (TMU) w/iPad – Lease 12 Month Minimum	<b>\$69.95/month plus tax, if applicable, for no less than 12 months</b>	N/A
	Tablet Mobile Unit (TMU) w/iPad – Lease 12 Month Minimum	<b>\$1,395.00 plus tax, if applicable</b>	N/A
	Flex Elite Stand/Cart w/iPad Pro – Lease 12 Month Minimum	<b>\$99.95/ month plus tax, if applicable, for no less than 12 months</b>	N/A
	Flex Elite Stand/Cart w/iPad Pro – Purchase	<b>\$1,895.00 plus tax, if applicable</b>	N/A
	Flex Elite Stand/Cart Only w/Bracket	<b>\$1,069.00 plus tax, if applicable</b>	N/A